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One of my best friends who I have known for over 40 years has Cerebral Palsy which impacts his speech. Consequently, he is quite challenging to understand. I empathize with his condition knowing that every personal encounter demands effort and patience for both parties. How much nicer it is to have someone available to help with the communication process. My son also has Cerebral Palsy and is totally non-verbal. Why not maximize the effort of those who can speak.

We often fail to appreciate the impact of this disability. Simple communication tasks become major challenges. Expressing our feelings, emotions, attitudes, recommendations, suggestions, goals, shortcomings, aspirations, desires, and basic needs, can easily become frustrating, heartbreaking, and almost futile.

As a young boy, I struggled with stuttering. My stomach would be in knots as I headed for school as I anticipated being called on in class to speak. Fortunately, I was able to overcome this impediment with practice and humility. My impediment was psychological, but for my son and my friend, the physical limitations are insurmountable.

The actions I took to overcome my stuttering truly pale in light of those who face this challenge daily with no known remedy in sight. Any programs that can be offered to assist them in their already challenged lives should be offered and supported by every other person who tends to take these abilities for granted.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.